

ANNEXURE -08	NAFDAC SOP REF. NO.:NAFDAC-QMS-010-002	2025 COMPLAINTS LOG
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National Agency for Food and Drug Administration and Control

Director-General's office, Abuja

Reforms Unit

reforms@nafdac.gov.ng

COMPLAINTS NO.(YR/SERIAL NO./SOURCE)	NAME OFCOMPLAINANT	DATE RECEIVED/BY(NAME)	SOURCE	MODE OF COMPLAIN T	CATEGORY	ROOT CAUSE INVESTIGATION	CORRECTIVE ACTION	STATUS(OP EN OR CLOSE)	DATE OF CLOSURE	REMARKS
2025/001/DG O/RFM	xxx	09/01/2025 Reforms Unit	Importer	Email	Others	Dispute between complainant and a parent company	Contacted NAFDAC Legal Directorate who advised that Complainant seek redress from the relevant Law Enforcement Agency in order to recover all expenses spent on company's registration	Closed	13/01/2025	Complainant was advised to seek redress from the relevant enforcement Agency as the Agency do not interfere with inter company disputes
2025/002/DG O/RFM	xxx	09/01/2025 Reforms Unit	Consumer	Email	Product-Water	Production of unhygienic water in Abuja	Forwarded to Post Marketing Surveillance	Closed	09/02/2025	Report on action taken was not received from technical directorate
2025/003/DG O/RFM	xxx	13/01/2025 Reforms Unit	Consumer	Email	Product-water	Illegal production of sachet water in Kogi State	Forwarded to Kogi State Servicom Focal Officer	Closed	13/01/2025	Report on action taken was not received

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										from technical directorate
2025/004/DG O/RFM	xxx	20/01/2025 Reforms Unit	Manufacturer	Reportgov .ng	Service	Delayed registration	Requested for further details to enable Reforms Unit track the status of the process	Closed	16/04/2025	Requested for further details from complainant but complainant did not come forward with the information to resolve the complaint
2025/005/DG O/RFM	xxx	20/01/2025 Reforms Unit	Consumer	Email	Product – food	Purchase of substandard ice tea Lagos	Requested for more details; forwarded to Investigation & Enforcement	Closed	20/02/2025	As of date, the request for additional details has not been communicated to the I&E Directorate for further action.
2025/006/DG O/RFM	xxx	26/01/2025 Reforms Unit	Consumer	Email	Product - Drug	Purchase of defected Aciproa brand of	Details of the location requested	Closed	28/02/2025	Report on action taken was not

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						Ciprofloxacin tablet in Abuja	and forwarded to Post Marketing Surveillance on the 31/01/2025			received from technical directorate
2025/007/DG O/RFM	xxx	31/01/2025 Reforms Unit	Consumer	Email	Product – food	Smuggling of unregistered pasta and spaghetti at Singer market Kano State	-Forwarded to Investigation & Enforcement on the 3/2/25	Closed	28/02/2025	A joint operation involving relevant government agencies at the ports was recommended, as the items were imported but subsequently smuggled into the country. Requested for further details from complainant
2025/008/DG O/RFM	xxx	10/02/2025 Reforms Unit	Consumer	Email	Product Drugs	Packaging of unregistered drugs by Impact Nig Ltd in Bwari-Abuja	Requested for more information -forwarded to Investigation & Enforcement Abuja on the 12/02/2025	Closed	21/10/2025	feedback forwarded to complainant

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							Investigation carried out on the location and regulatory sanctions administered			
2025/009/DG O/RFM	xxx	13/02/2025 Reforms Unit	Manufacturer	Email	Service	Delayed registration	Details requested -forwarded to GFCT Servicom Focal Officer on 13/02/2025 resent reminder sent on the 17/02/2025	Closed	10/03/2025	No feedback yet from GFCT SFO
2025/010/DG O/RFM	xxx	25/02/2025 GFCT	Manufacturer	Verbal	Service	Inspection was conducted April 2024 Laboratory result was satisfactory and no notification yet	The client was directed to GrFCT-R&R unit to get update about the process	Closed	25/2/2025	Client was updated that lab result was satisfactory
2025/011/DG O/RFM	xxx	11/03/2025 Reforms Unit	Consumer	Email	Product - Drug	Purchase of AJ Prenatal Wellness from a pharmacy in Jahi Abuja	Complainant was advised to bring it to our Post Marketing Surveillance Abuja for immediate necessary action Investigation result was forwarded to the Reforms Unit on	Closed	12/03/2025	Complainant replied to thank Reforms Unit.

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							the 21/01/25 for our record			
2025/012/DG O/RFM	xxx	28/03/2025 Reforms Unit	Consumer	Email	Product Cosmetic	Purchase of substandard Vista Plus cream after receiving a “FAKE “ response on scratch and text	Information on the address of purchase was requested from complainant to aid investigation	Closed	30/04/2025	Inadequate information from complainant to resolve the complaint
2025/013/DG O/RFM	xxx	28/03/2025 GFCT	Manufacturer	Verbal	Service	Inspection was conducted in January 2025 and No notification yet	The company was directed to GrFCT-R&R it was discovered that the client had a Compliance Directives in his Cart to upload Trade mark.	Closed	29/03/2025	The Company was advised to Complied to Compliance Directives raised
2025/014/DG O/RFM	xxx	28/03/2025 GFCT	Manufacturer	Verbal	Service	Submitted application since January 2025 and yet to have their inspection done	The application has not been sent to GrFet for inspection, still at Lagos	Closed	28/03/202	Complainant was informed about the status of the process
2025/015/DG O/RFM	xxx	03/04/2025 Reforms Unit	Consumer	Email	Product - drugs	Purchase of substandard product	Details requested from complainant	Closed	30/05/2025	Inadequate information from complainant

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										to resolve the complaint
2025/016/DG O/RFM	xxx	09/04/2025 Reforms Unit	Coper	Email	Service	Nonpayment of allowances by the Agency	Forwarded to Admin NYSC desk -HR who replied that the said name was not given approval to serve with the Agency	Closed	14/04/2025	Feedback forwarded to complainant
2025/017/DG O/RFM	xxx	09/04/2025 Reforms Unit	Consumer	Email	Product – drugs	Administering expired drip to a child at Premier Specialist Hospital Kano State	Forwarded to D,Kano State. Complainant replied that the Hospital management approached for a peaceful resolution	Closed	14/04/2025	Complainant replied to thank the Reforms Unit for her effort in doing the right thing
2025/018/DG O/RFM	xxx	17/04/2025 GtFCT	Manufacturer	Verbal	Food	The company started Registration process in Novemeber & yet to be submitted	They were directed to R&R for further clarification	Closed	17/04/2025	Director R&R clarified why the application was still pending and company was advised on what to

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										do move to the next stage
2025/019/DG O/RFM	xxx	17/04/2025 GtFCT	Manufacturer	Verbal	Food	Delayed insurance of NAFD AC registration number	The company had pending compliance directives and has responded.	Closed	24/04/25	Company has responded to the Compliance Directive and has advanced to the next stage of the registration process
2025/020/DG O/RFM	xxx	22/04/2025 Reforms Unit	Consumer	Email	Product – water	Unhealthy water sold in mpape- Abuja	Forwarded to Investigation & Enforcement Abuja on the 22/04/2025	Closed	30/05/2025	The same complaint was also forwarded to the PMS Directorate, which has since conducted the operation. Consequently, the I&E team in Abuja visited the

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										location and confirmed that the PMS Directorate had already carried out the operation exercise.
2025/021/DG O/RFM	xxx	28/04/2025 Reforms Unit	Consumer	Reportgov .ng	Product - bread	Sale of unhygienic bread by BUMPAHAV NIG. LTD.	Forwarded to D,Lagos State office	Closed	30/05/2025	Report on action taken was not received from technical directorate
2025/022/DG O/RFM	xxx	28/04/2025	Consuemr	Grfct	Water	Purchased bags of sachet water and fin particles in the sealed sachet wate	The Director was informed and a team of inspector were constituted to investigate the facility	Closed	28/04/2025	Team of inspectors were sent to investigate the facility
2025/023/DG O/RFM	xxx	10/05/2025 Reforms Unit	Consumer	Email	Service	Supposed threat by NAFDAC PMS to seal off premises over failure to pay administrative fine for importation of unregistered products	Forwarded Servicom Focal Officer Post Marketing Surveillance Abuja who requested for some information to back up claims	Closed	04/06/2025	Inadequate information from complainant to resolve the complaint

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2025/024/DG O/RFM	xxx	08/05/2025 Reforms Unit	Manufacturer	Email	Service	Pending product registration	Forwarded to Lagos State who replied that the delay was as a result of the Company's delay in responding to compliance directive issued after vetting of submitted documents making it inaccessible for further processing on NAPAMS - successful lab result released after South West Zone approval meeting the company has been schedule for next approval meeting	Closed	14/05/2025	Update was sent to complainant
2025/025/DG O/RFM	xxx	09/05/2025 GrfFCT	Manufactuer	Verbal	Service	The company has not been able to access NAPAMS	The complaint was direct ed to LOD GrFCT	Closed	09/05/2025	Complainant was assisted from the back end to progress to the next stage

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2025/026/DG O/RFM	xxx	13/05/2025 GrTFACT	Manufacturer	Verbal	Product Cosmetics	Global Listing Inspection was conducted on the 6 th of April 2025 and certificate yet to issued.	The facility was inspected on the 7 th of March 2025, inspection reports has been f orwarded to Lagos.	Closed	14/05/2025	Complainant was updated about the progress
2025/027/DG O/RFM	xxx	21/05/2025 Reforms Unit	Manufacturer	Email	Service	Pending registration	Forwarded to D,South West Zone D,SWZ replied that the said application has been reviewed and routed to Liason Officers Desk South West Zone for inspection and the process in progress -update forwarded to complainant	Closed	22/05/2025	Complainant replied to thank Reforms Unit
2025/028/DG O/RFM	xxx	30/05/2025 Reforms Unit	Manufacturer	Email	Service	Supposed request of bribe(extortion) before approval by NAFDAC staff in Borno State	Details requested from complainant	Closed	30/06/2025	Inadequate information from complainant to resolve the complaint

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2025/029/DG O/RFM	xxx	03/06/2025 Reforms Unit	Manufacturer	Email	Service	Delayed registration	Acknowledged Forwarded to Kogi State. Investigation form Kogi State shows the company has compliance directive , until company responds it will not progress to the next stage for registration . Update forwarded to complainant	Closed	25/06/2025	Feedback forwarded to complaint
2025/030/DG O/RFM	xxx	03/06/2025 Kogi State	Consumer	Email	Product - soft drink	Sale of expired plastic coca-cola 5ocl and Beta malt can 33cl	The complaint was received and resolved by Kogi State . The shop items were sold was raided and other expired products confiscated and administrative fine paid by the shop owner	Closed	04/06/2025	Update was received by Reforms Unit
2025/031/DG O/RFM	xxx	19/06/2025 Reforms Unit	Consumer	Email	Product - Drugs	Production unhygienic of and	Forwarded to D,South West Zone and	Closed	02/07/2025	Update sent to complaint

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						unregistered products	investigation was carried out on the facility . facility was found unhygienic ; substandard products confiscated and shop owner invited for further regulation actions			
2025/032/DG O/RFM	xxx	29/06/2025 Reforms Unit	Consumer	Email	Product - water	Unhygienic pure water factory in Abuja	Acknowledged Forwarded to Head Investigation & Enforcement- Abuja Investigation was carried out and regulatory sanctions administered	Closed	21/10/2025	Feedback on action taken forwarded to complainant
2025/033/DG O/RFM	xxx	30/06/2025 Reforms Unit	Manufacturer	Email	Service	Pending registration	Details requested, Forwarded Kwara state who replied that the status of the company is at pre-meeting stage. Update sent to complainant	Closed	11/07/2025	Complainant replied appreciating the Agency for approval of their product

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2025/034/DG O/RFM	xxx	08/07/2025 Reforms Unit	Consumer	Email	Product Water	Substandard water factory in Ogun State	Forwarded to Ogun State Investigation was carried out and regulatory action taken -factory put on hold	Closed	11/08/2025	Feedback on action taken forwarded to complainant
2025/035/DG O/RFM	xxx	17/07/2025 GrtFCT	Manufacturer	Verbal	Food	Facility was inspected on the 18 th March, 2025 and Laboratory report was satisfactory and yet to be issued notification	They were issued CD to comply by R&R un	Closed	10/07/25	Company was advised to attend to the Compliance Directive
2025/036/DG O/RFM	xxx	26/08/2025 Reforms Unit	Manufacturer	Email	Service	Inability to log into NAPAMS portal	NAPAMS email was provided to complainant for issue to be resolved	Closed	27/08/2025	Complainant replied to thank Reforms Unit
2025/037/DG O/RFM	xxx	28/08/2025 Reforms Unit	Manufacturer	Email	Service	TAX Pro max Verification issue	Complainant was redirected to FIRS for the issue to be resolved	Closed	28/08/2025	Feedback sent to complainant
2025/038/DG O/RFM	xxx	02/09/2025 GrtFCT	Manufacturer	Verbal	Service	After submission of application inspection not conducted	Company was schedule for inspection	Closed	02/09/2025	Company was informed on the scheduled date for their inspection

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2025/039/DG O/RFM	xxx	06/09/2025 Reforms Unit	Consumer	Email	Product	Purchase of suspected substandard product	Complainant was asked to take the said product the nearest NAFDAC Post Marketing Surveillance (PMS)	Closed	09/09/2025	Complainant replied to thank Reforms Unit
2025/040/DG O/RFM	xxx	08/09/2025 Reforms Unit	Manufacturer	PEBEC App	Service	Delayed registration	Forwarded to South West Zone who responded that the delay is because of third- party involvement. Complainants should check their NAPAMS portal for compliance directive to enable them to complete their process. Update sent to complainant	Closed	29/09/2025	Feedback sent to complainant
2025/041/DG O/RFM	xxx	17/09/2025 Reforms Unit	Consumer	Email	Product drugs	Suspected expired drugs	Forwarded to Post Marketing Surveillance - Abuja	Closed	24/09/2025	Complainant replied to thank Reforms Unit.

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							Investigation was carried out on the shop and -the drug was yet to expire -unregistered products were found in the shop -regulatory action taken on the facility -samples of the said product was not available for further lab analysis. Update sent to complainant			
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2025/042/DG O/RFM	xxx	29/09/2025 GrFct	Manufacturer	Email	Service	Delayed Facility inspection	Company was scheduled for inspection	Closed	29/09/2025	Factory license renewed
2025/043/DG O/RFM	xxx	16/10/2025 Reforms Unit	Manufacturer	PEBEC App	Service	Issue with TIN	Acknowledged Contacted FCT account who requested complainant to contact FIRS to resolve the issue	Closed	17/10/2025	Feedback forwarded to complainant
2025/044/DG O/RFM	xxx	10/11/2025	Manufacturer	Email	Email	Delayed registration	Acknowledged	Closed	10/11/2025	Awaiting feedback

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		Reforms Unit					Forwarded to FR&R SFO Follow-upcall on the 13/11/12			from SFO FR&R
2025/045/DG O/RFM	xxx	10/11/2025 Reforms Unit	Manufacturer	Email	Service	Delayed registration	Acknowledged Details requested and forwarded to NAPAMS who responded that application is at the vetting stage .	Closed	10/11/2025	Complainant was informed about .
2025/046/DG O/RFM	xxx	25/11/2025 Reforms Unit	Consumer	Email	Product - drugs	Purchase a drug expiry date has been tampered with	Acknowledged Advised to take the said product to the nearest NAFDAC office for immediate necessary action	Closed	26/11/2025	Feedback forwarded to complainant
2025/047/DG O/RFM	xxx	26/11/2025 Reforms Unit	Manufacturer	Email	Service	Delayed registration	Acknowledged Details requested Forwarded to State coordinator Akwaibom state Correct email address was provided and mail rerouted Update from SC Akwa-ibom State was that the	Closed	23/12/2025	Update forwarded to complainant

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							company's products was step down during the sub-approval meeting due to Vitamine E fortification. Further communication was updated to complainant as product is at meeting stage			
2025/048/DG O/RFM	xxx	5/12/2025 Reforms Unit	Consumer	Email	Product - food	Mold found in doughnut purchase form Asad bakery	Since the complaint was reported directly to Bauchi State. Investigation was carried out and bakery was placed on hold for poor Good Health Practice and further administrative actions.	Closed	9/12/2025	Complainant was updated and sent appreciation for the Agency's rapid intervention.

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